

DEPARTMENTAL INFORMATION TECHNOLOGY COORDINATOR

DEFINITION:

Under administrative direction, to manage, coordinate, monitor and review the information technology (IT) activities within a department and provide direction to subordinate staff to ensure overall efficiency of services provided by contract service providers; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

The Departmental Information Technology Coordinator is responsible for managing all information technology functions within the department and serve as principal assistant/consultant on technology matters under the functional direction of the Group IT Manager. Departmental Information Technology Coordinator is distinguished from the next lower class of Departmental Information Technology Specialist in that the latter is responsible for managing systems and maintenance activities being performed by Information Technology and contract service provider staff.

EXAMPLES OF DUTIES:

Manages, coordinates, monitors and reviews the departmental activities of contract service provider staff; directs the development, implementation, and evaluation of new and improved concepts and procedures for most efficient use of resources; establishes interim and long-range goals and objectives for future departmental IT projects; monitors, reviews and evaluates contract service provider IT functions; conducts audits of provider's services; coordinates project schedules, reporting systems and administrative procedures; verifies all required activities performed by IT providers; confers with customers to ensure programs/applications meet the requested objectives; assists in the strategic and operational planning; evaluates new technology methods; monitors hardware and software products for quality assurance; presents oral and written reports to Group IT Managers and department heads on progress and status of related departmental IT projects; coordinates and oversees IT activities through consultation with and technical direction from the Group IT Manager; works with the Group IT Manager to plan, develop, and implement programs, policies and practices pertaining to information technology; provides technical direction and assistance to departmental IT-related employees; serves as the liaison between department, group managers and County executives; assists in the preparation of the department/agency budget by providing technology-related information and recommendations; reviews the performance of supervisory subordinates and evaluates the progress of assigned activities; and performs special studies and projects as assigned by the department head/agency director or the Chief Technology Officer.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles, methods, and techniques of systems analysis and design.
- Modern information technology data processing, teleprocessing, centralized, decentralized, and distributive systems concepts.
- Departmental functions, organization, and operation.
- Program revenues and claiming.
- State and Federal laws and guidelines applicable to information technology activities within the department.
- Audit principles and procedures.
- Principles and methods of project management for information systems development.
- Budget administration and control, cost accounting and record-keeping, and statistical analysis.
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- Principles and practices of training, evaluating, and supervising technical and non-technical personnel.
- Computer hardware and software capabilities.
- Data collection, analysis, and display.

Skills and Abilities to:

- Plan, organize, and direct systems activities for a department.
- Analyze project management problems and develop implementation plans to effect changes.
- Interpret and apply administrative policies to information services functions.
- Prepare comprehensive analytical, budgetary, and operational reports.
- Communicate effectively, orally and in writing.
- Establish and maintain effective working relationships with departmental staff, users, and vendors.
- Act as an innovative change agent to successfully translate centralized County IT policy to departmental line staff and vendor IT staff.
- Prepare executive-level correspondence and reports.
- Evaluate and provide assistance in monitoring vendor contracts and performance.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and skills listed above. Examples of such education/experience combinations are:

1. Certification as an OCP (Oracle Certified Professional), Microsoft Windows NT MCP (Microsoft Certified Professional) or MCSE (Microsoft Certified Systems Engineer); AND, three (3) years of experience providing hardware and software training, identifying and resolving hardware and software problems, and developing a wide variety of applications using packaged software on microcomputer, minicomputer, or LAN systems. One (1) year of this experience must have been at the level of a project lead/supervisor; OR,
2. Completion of an Associate of Arts degree in computer sciences, information systems, or related field from a college or university or the equivalent education preparation; AND, three (3) years of experience providing hardware and software training, identifying and resolving hardware and software problems, and developing a wide variety of applications using packaged software on microcomputer, minicomputer, or LAN systems. One (1) year of this experience must have been at the level of a project lead/supervisor.

Note: Additional years of directly related, verifiable experience or Information Technology coursework may be substituted for the education/experience requirements on a year for year basis.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve months. (Civil Service Rule 4.2.5).